

Notice of References Cited		Application/Control No. 10/617,261	Applicant(s)/Patent Under Reexamination IKEZAWA ET AL.	
		Examiner SCOTT L. JARRETT	Art Unit 3624	Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-7,216,087	05-2007	Thompson et al.	705/10
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Marge, Gillis et al., The Ideal Rep Pharmaceutical Executive, Vol. 20 No. 1, December 2000
	V	Cooper, Kenneth Carlton, Effective Competency Modeling & Reporting: A Step-By-Step Guide for Improving Individual & Organizational Performance, AMACOM, 2000
	W	Cunliffe, Alison, Super systems capture expertise of the specialist Toronto Star, November 2, 1986
	X	Feasel, Marnie et al., Training Can Product Better Reps Call Center Solutions, Vol. 17, No. 4, October 1998

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 10/617,261		Applicant(s)/Patent Under Reexamination IKEZAWA ET AL.	
	Examiner SCOTT L. JARRETT		Art Unit 3624	Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)			
	U	Kelly Services Expands KellyConnect Call Center Solution PR Newswire, January 14, 2002			
	V				
	W				
	X				

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.